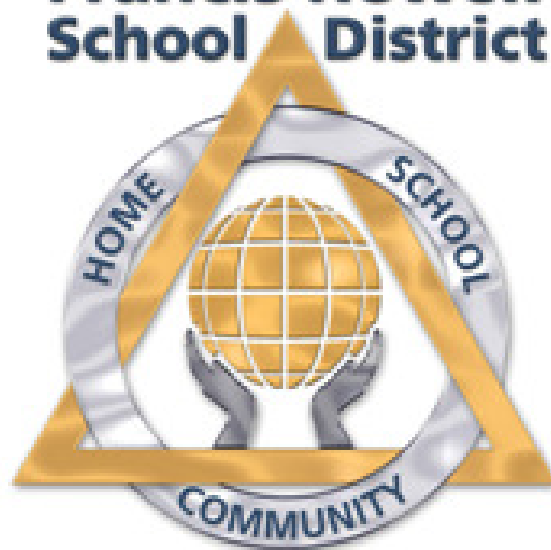


**Francis Howell
School District**



LEARNING TOGETHER

Teacher Laptop Guide

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Getting to Know Your Laptop



Power Button

Dell Latitude E5400



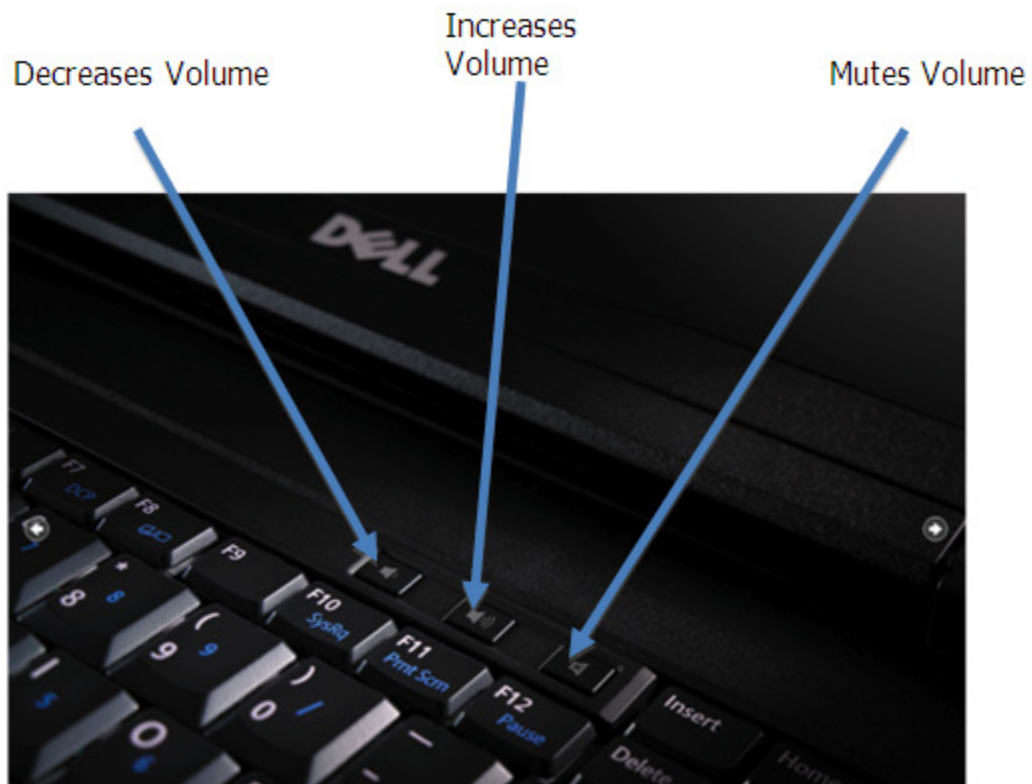
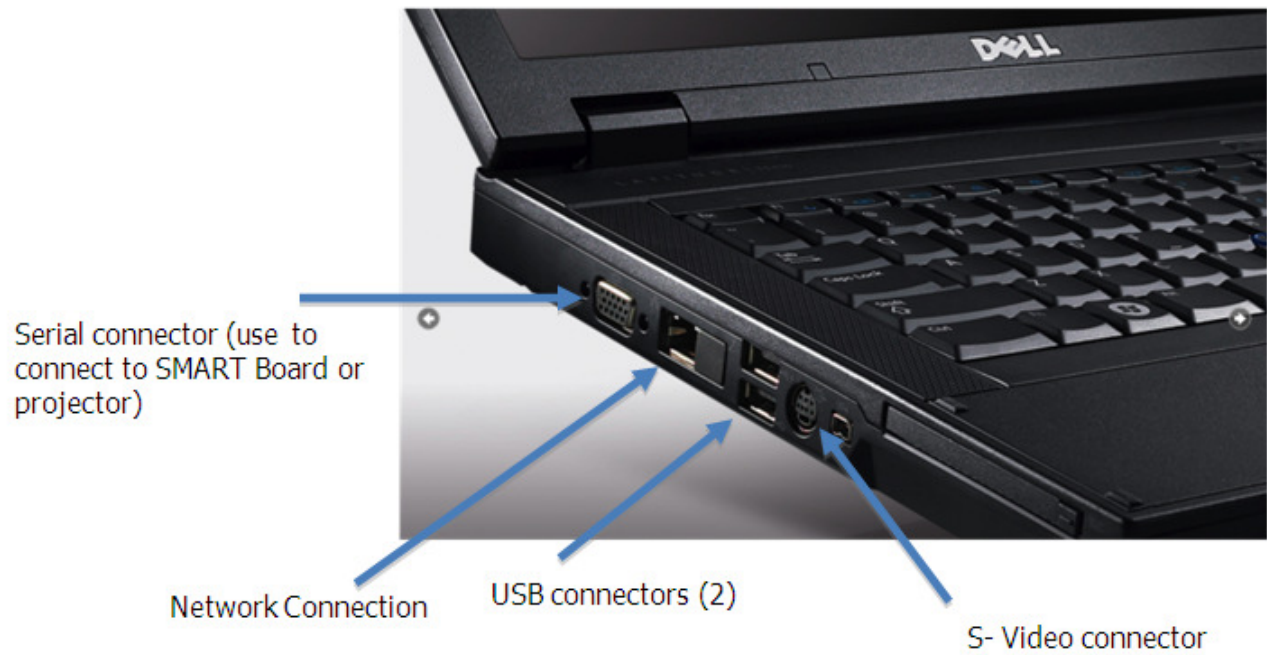
USB connectors (2)

AC adapter connector
(power cord)

CD/DVD drive

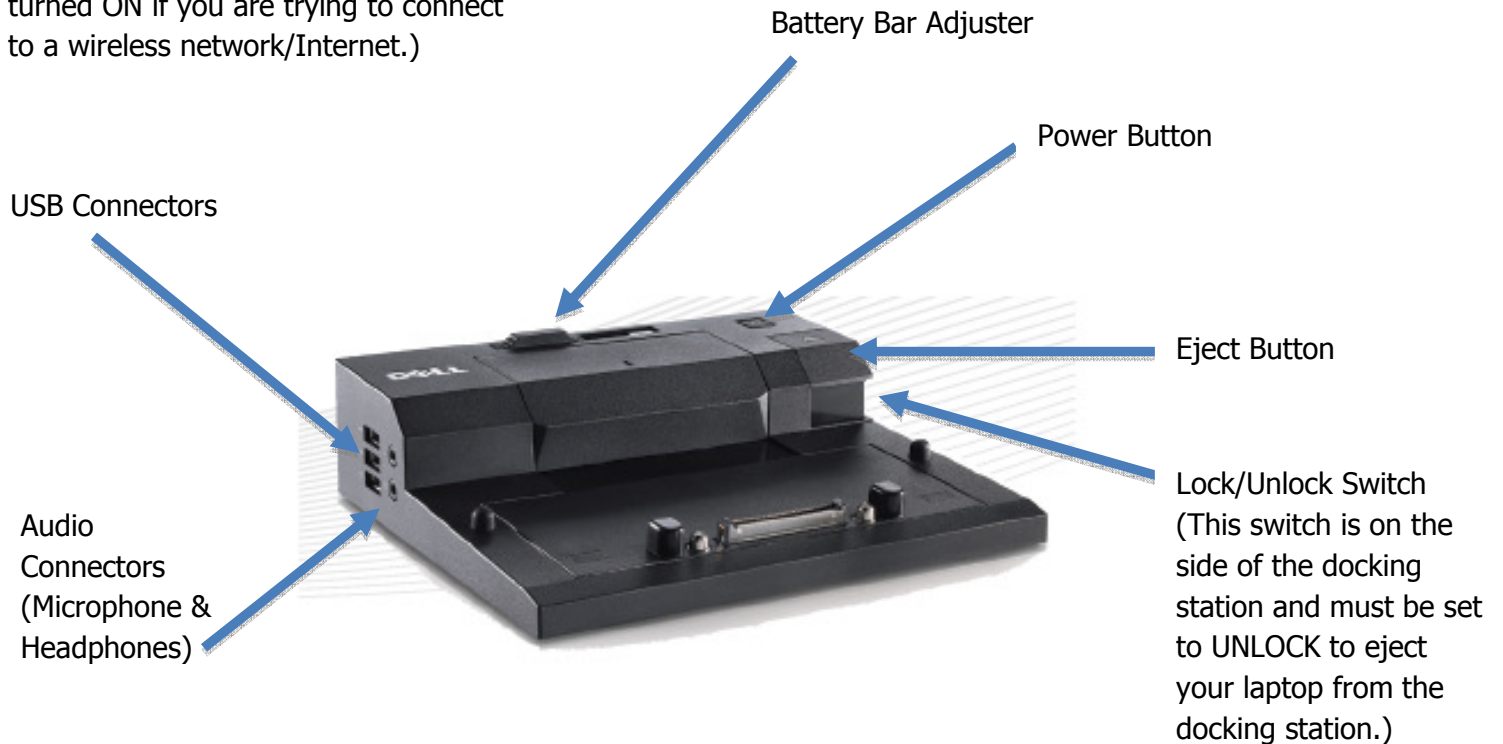
Headphone
connector

Microphone
connector





Wireless Switch (Make sure this is turned ON if you are trying to connect to a wireless network/Internet.)



Your laptop will come with a docking station like the one in the picture above. When you are at school you can put your laptop on the docking station and then not have to worry about attaching any cables to print, access the Internet, etc. All the necessary cables you need will be connected to your docking station. Your building technician will get everything setup for you.

**DO:**

- Use a case when traveling with your laptop.
- Back up your files on a routine basis using an external storage device
- Preserve battery life by allowing your battery to fully drain before you recharge it.
- Allow your laptop to warm up to room temperature before booting when bringing it in from the cold. The same is true when you go outdoors—allow the laptop to acclimatize to the outside temperature before booting up.
- Allow your laptop to restart on a routine basis while on the FHSD network. Updates are often pushed down through the network and need to be installed on your computer.
- Keep all username and passwords private.

DO NOT:

- Loan your laptop to anyone.
- Place food or drinks on or near your laptop.
- Leave your laptop unattended anywhere on or off school campus.
- Use your laptop while it is still inside a laptop bag.
- Leave your laptop plugged in and turned on all the time. Routinely turn your computer off at night to give it a chance to cool down.
- Over-pack your laptop bag with books, papers, gadgets, etc as it can cause damage to your monitor.
- Leave your laptop in your car during cold weather as your laptop can freeze and all data will be lost.
- Use your district issued laptop for non-work related tasks.

SOURCES:

<http://howtobuyalaptop.com/laptop-battery.htm>

<http://mobileoffice.about.com/od/laptopstabletpcs/tp/coldweathertips.html>

Cleaning your Laptop

Exterior:

Use a soft, damp cloth to wipe the exterior of your laptop. Do not use an abrasive fabric. An old t-shirt will work well. Be sure not to use harsh cleaning products. Be sure to always spray your cloth and not the laptop directly.

Monitor:

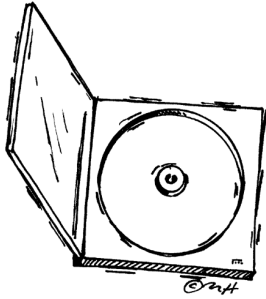
First, be sure your laptop is off when cleaning the monitor. This helps you see dirt more clearly on the screen and further protects your laptop. Monitor cleaning solutions in spray or pre-moistened wipes can be purchased. Never use an abrasive cloth as it can damage the laptop monitor. Always spray on the cloth first and not directly onto the monitor.

In/Out Ports (USB, mic, headphones, etc.):

Use a cotton swab to clean off large particles of dirt around your ports. Compressed air can be used to blow the rest of the dirt away. Be careful not to press too hard or spray too long with the compressed air as liquid can form and be harmful to the port.

Keyboard:

Do your best to keep food and liquids away from your laptop to prevent keys from sticking or malfunctioning. Even if nothing is directly spilled on your keyboard, remember that your fingers leave residue on the keys. Compressed air can be used on the keyboard to get rid of dirt build-up. Cotton swabs are also useful for cleaning in and around keys.



Writing or Copying Files to a CD on Your Laptop

- 1) Insert a blank, writable CD into the CD recorder. Use one of the following:
 - ✓ Recordable compact disc (CD-R)
 - ✓ Rewritable compact disc (CD-RW) - With rewritable CDs, you can copy data to and erase data from the CD multiple times.
- 2) Click Start, and then click My Computer.
- 3) Click the files or folders that you want to copy to the CD.
 - ✓ To select more than one file, hold down the CTRL key while you click the files you want. Then, under File and Folder Tasks, click Copy this file, Copy this folder, or Copy the selected items.
 - ✓ If the files are located in My Pictures, under Picture Tasks, click Copy to CD or Copy all items to CD, and then go to Step 5.
- 4) In the Copy Items dialog box, click the CD recording drive, and then click Copy.
- 5) In My Computer, double-click the CD recording drive. Windows displays a temporary area where the files are located before they are copied to the CD. Verify that the files and folders that you intend to copy to the CD appear under Files Ready to be Written to the CD.
- 6) Under CD Writing Tasks, click Write these files to CD. Windows displays the CD Writing Wizard. Follow the instructions in the wizard.

Source: <http://office.microsoft.com/enus/help/HA011266991033.aspx>

Changing Your Password from the Desktop

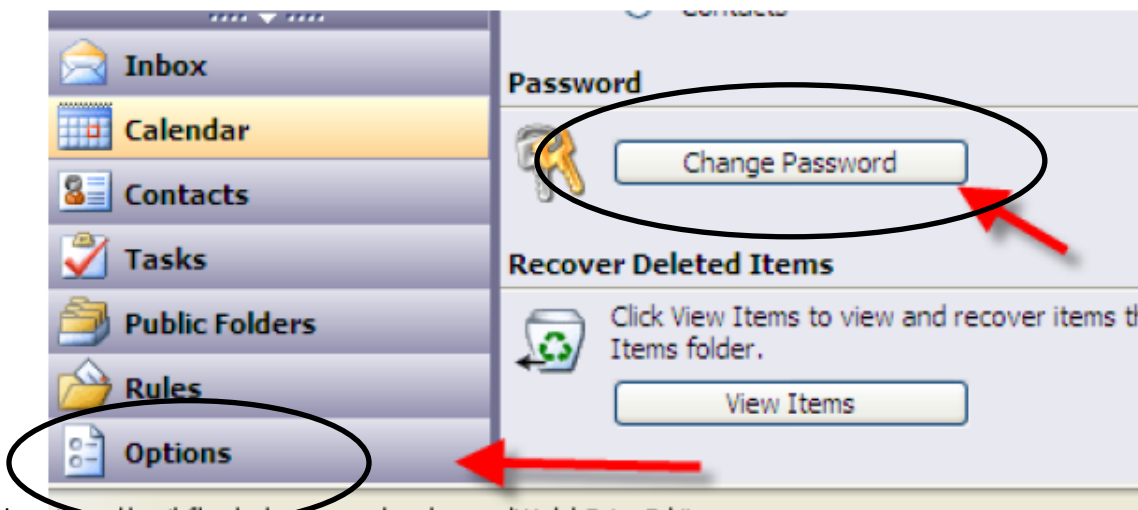
- 1) If at any time you want to change your password after you log in, press CTRL+ALT+DELETE and the following screen will appear.



- 2) Click "Change Password" and update your password. It is recommended that you reboot your computer after changing your password.

Changing Your Password from Outlook Web Access

- 1) If you are logged into Outlook Web Access and you wish to change your password, click Options, then scroll down to the bottom and click Change Password.



2) One of the following 2 screens will appear, fill them out and then click OK.

Internet Service Manager
for Internet Information Server 6.0

If Domain field available, type in FHSD. If not, type FHSD\username in account field.

Domain (FHSD)

Account

Old password

New password

Confirm new password

Internet Service Manager
for Internet Information Server 6.0

If Domain field available, type in FHSD. If not, type FHSD\username in account field.

Account

Old password

New password

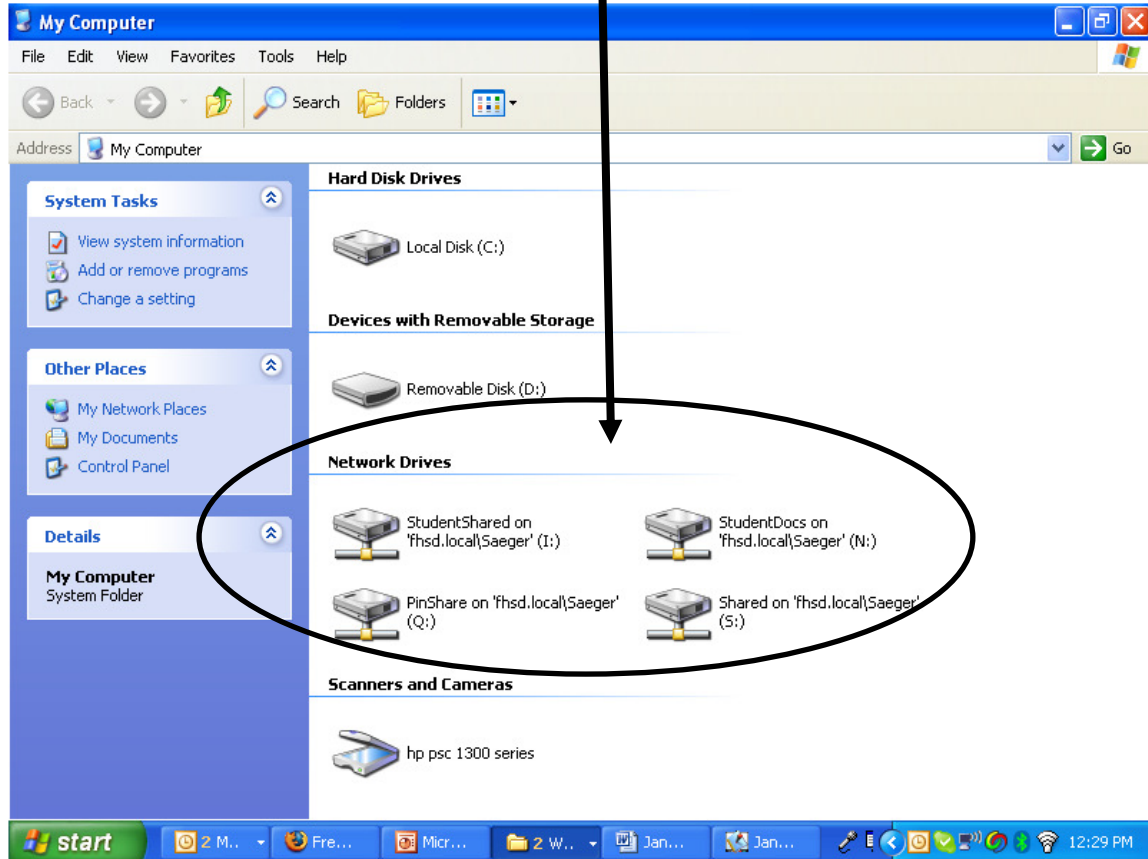
Confirm new password

Please note, you must type in your username as FHSD\<USERNAME> as shown in the example. If you do not, you will receive an error about an invalid user or password. If you type in the incorrect slash, then it will tell you that you have an invalid character.

** If you have any issues changing your password, please contact your building technician

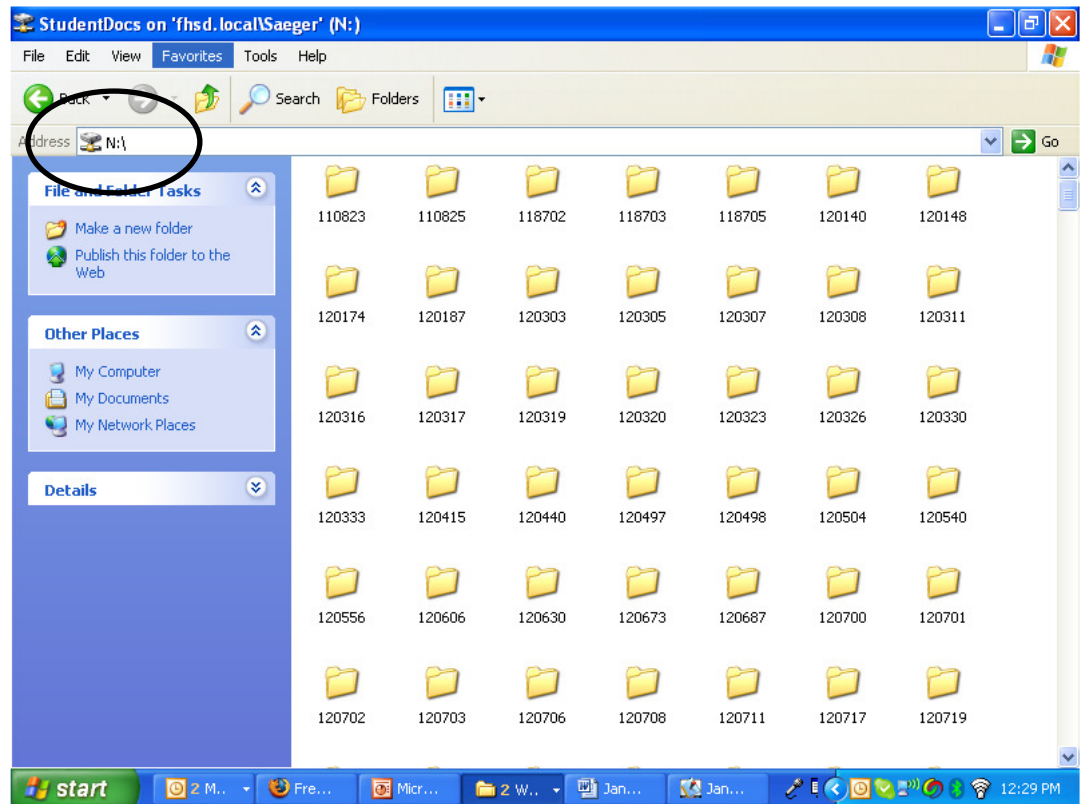
FHSD Network Drives

There are several network drives that are setup to help buildings and teachers be more efficient. These network drives can only be accessed when you are logged on to your laptop in the district. To access these drives go to **Start / My Computer**. You should then see several network drives listed like in the screen shot below. If you do not see the drives listed on your computer then try to re-login to your laptop.

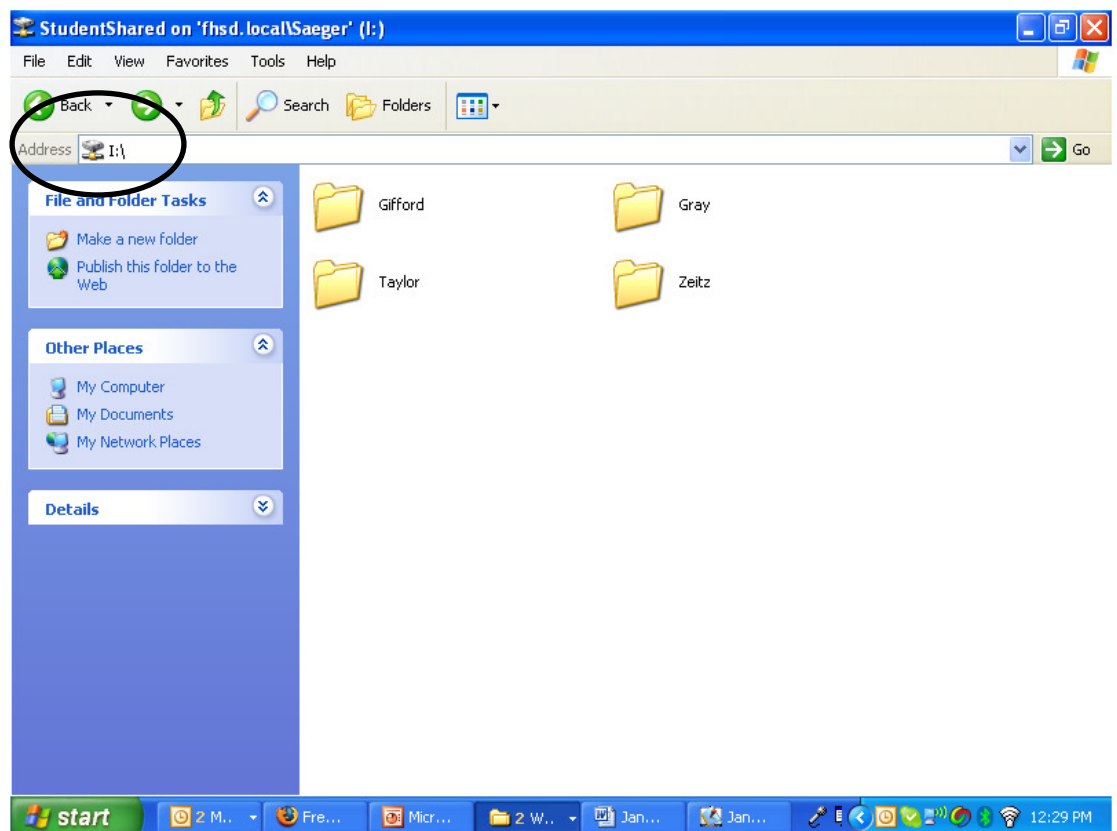


(S:) - School Shared Drive – This drive allows each building to share documents electronically with their faculty and staff.

(N:) - Student Docs Drive - This drive allows teachers to access any student files on the network. Teachers must know the student ID numbers. This is great way to quickly pull up student projects if the students are presenting or doing group work and to pull up projects to grade electronically.



(I:) - Student Shared Drive - This drive allows teachers to save documents that students can access when logged into a district computer. The students can only pull documents up from this drive and cannot save anything to it. This is a great way to share documents or project templates with students electronically.

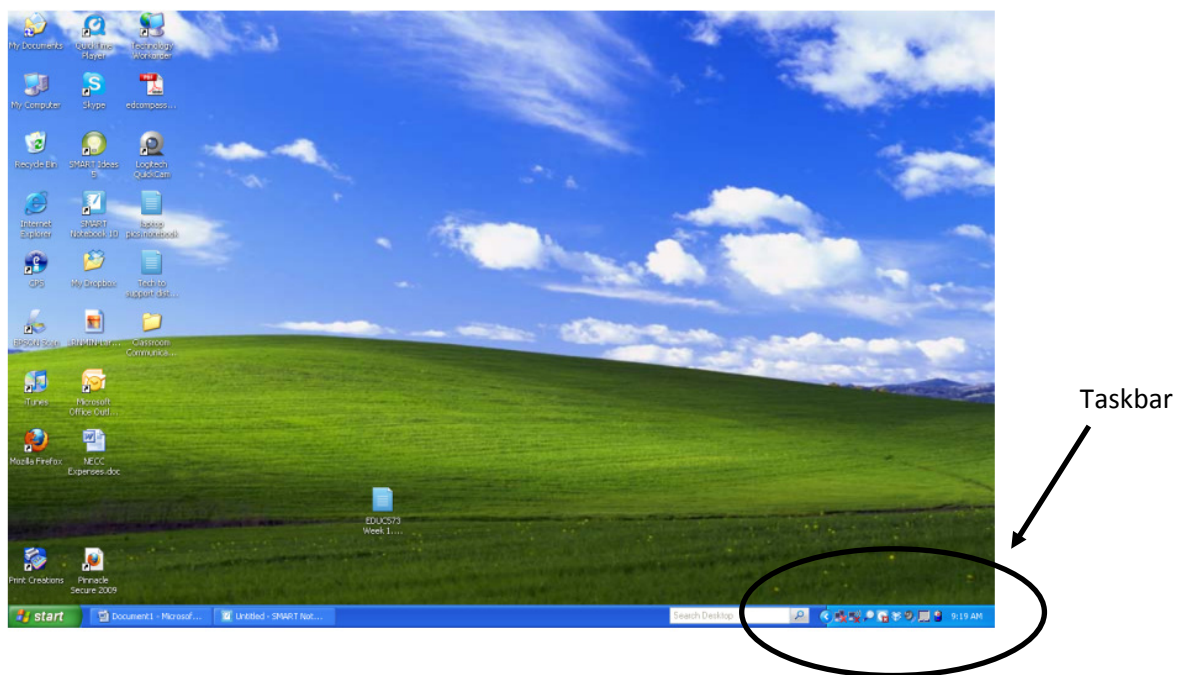


Connecting Your Laptop to the Internet at Home

The building technicians will not help you setup or troubleshoot how to get your laptop on the Internet at your home or out-of-district. The easiest way to connect your laptop to the Internet at your home is to purchase a wireless router and set it up. When you purchase a wireless router it comes with step-by-step setup directions. (When you set a wireless router up, make sure you set it up to have a "secure" connection so it will be password protected.) Once your wireless router is setup, please follow the directions below to Connect to a Wireless Network.

Connecting to a Wireless Network

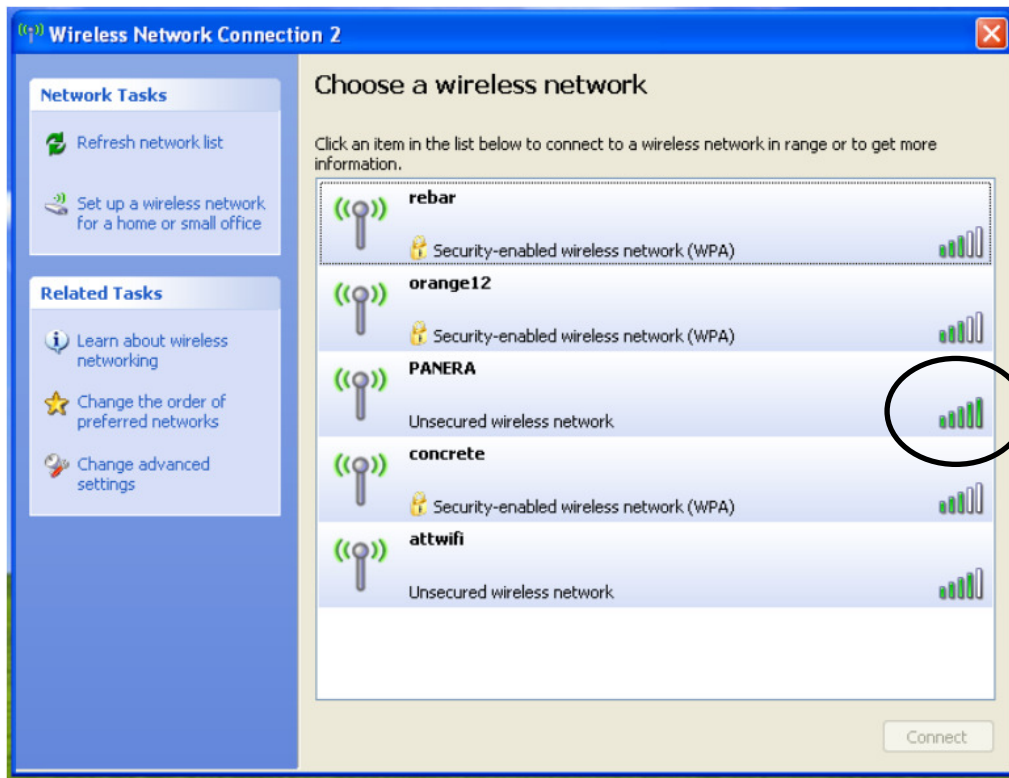
When you take your laptop out-of-district you may want to connect to the Internet. For example, if you go to St. Louis Bread Company with your laptop you may want to connect to their free wireless Internet. Follow the directions below to connect to the Internet.



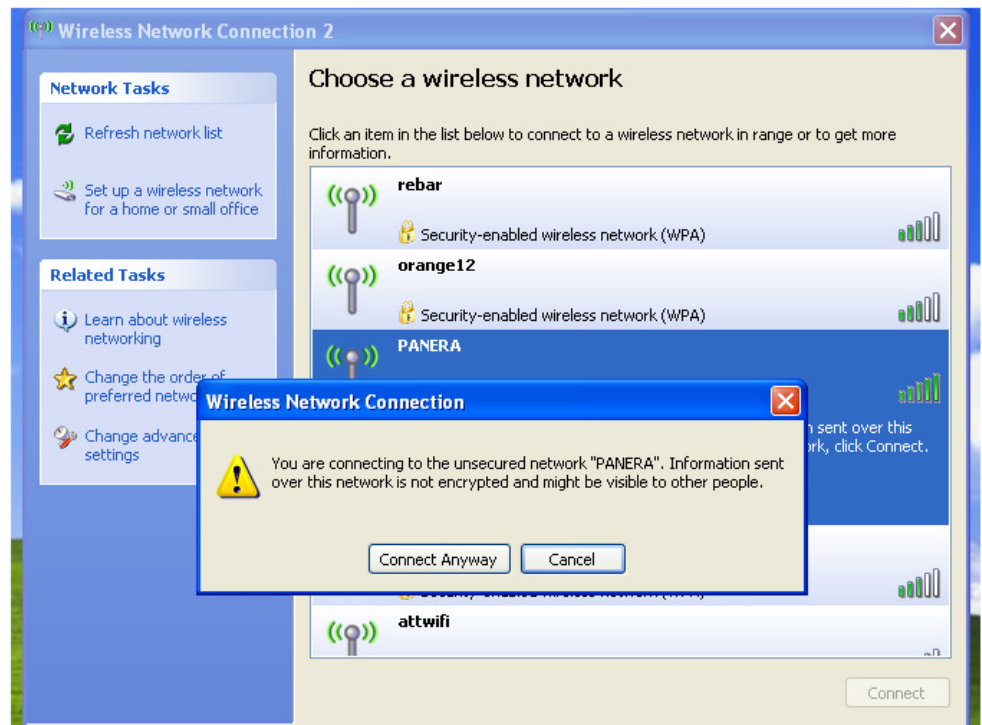
- 1) In the taskbar (located in the lower right hand corner of your computer screen), click on the icon that looks like a computer. When you put your mouse over the icon it should say "wireless network connection." Double-click on this icon.



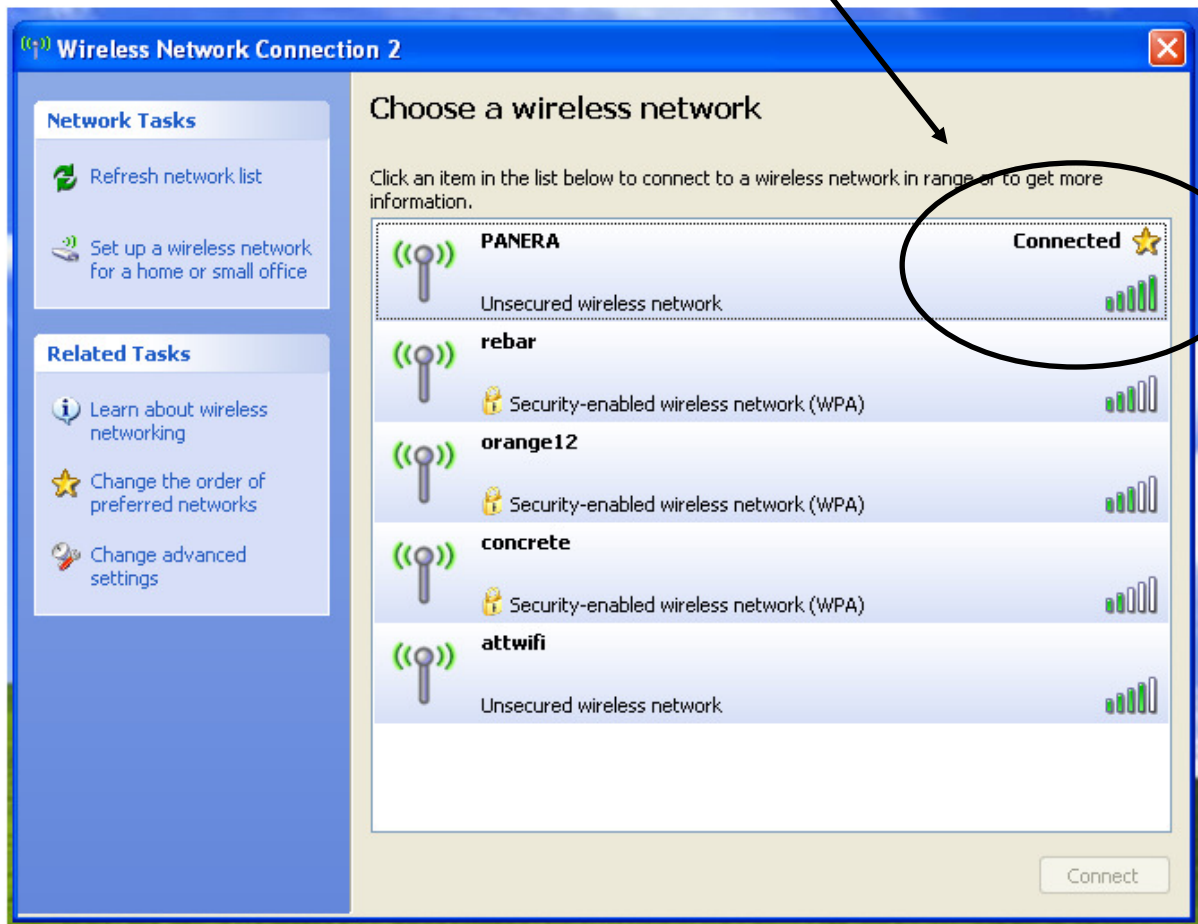
- 2) After you double-click on the icon in the taskbar, you will see a screen similar to the one below asking you to choose a wireless network. You will need to look for an “unsecured” wireless network (like the “PANERA” network in the screen shot below) and double click on the name of it.



- 3) If you get another dialog box telling you the connection is not secure select the “Connect Anyway” button. *Please do not work on any confidential student or personal information when connected to an unsecured wireless network.*



- 4) If it says you are "Connected" to the unsecured wireless network then you can now open Internet Explorer or Mozilla Firefox and get on the Internet.



Accessing My Documents from Home

Some things to remember before you make a connection to your district My Documents.

- 1) Before you can access your My Documents folder from home you must be sure that you have an Internet connection at your home or other location.
- 2) Find the URL below that has your building name listed in the URL. Employees should use the link without "student" listed in it.
- 3) The speed of your home Internet connection will determine how long it will take for files and folders to open, edit, cut, copy, etc...
- 4) Some files may not open properly and will need to be copied to your desktop so they can open correctly. You can copy the file back to your documents once you are finished with it.
- 5) You may have to hit refresh to see newly copied or edited files.
- 6) XP users can use any version of Internet Explorer. Vista users must use Internet Explorer 7.

Step 1) Open **Internet Explorer** and go to **File** and then **Open**.

Step 2) When the box appears enter in the URL to direct you to your My Documents folder. Be sure to **check the box** that says "Open as Web Folder". Where "username" is in the URL be sure to replace with your username that you use to login to the computers in the district.

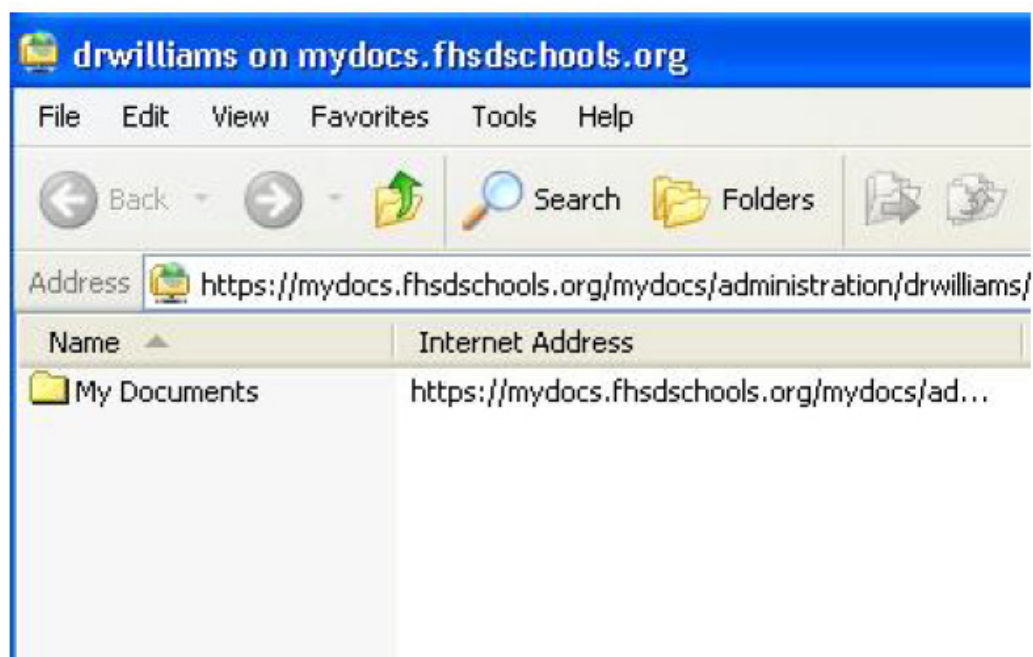


Step 3) A login box will appear and you must enter your username@fhds. You must also enter your password. This is the same password you use to login to your computer at school.



Step 4) After you login you will see your My Documents folder.

* You may be prompted to login several times. You can check the box to remember password if you are on your own personal computer. **If you are on a public computer (lab, library, college, café, etc) do not click remember password.**



List of URLs:

REPLACE "username" with YOUR username

Administration / Burbes / Sodexo

<https://mydocs.fhsdschools.org/mydocs/administration/username>

Barnwell Middle School

<https://mydocs.fhsdschools.org/mydocs/barnwellstaff/username>

<https://mydocs.fhsdschools.org/mydocs/barnwellstudent/username>

Becky David Elementary

<https://mydocs.fhsdschools.org/mydocs/beckydavidstaff/username>

Bryan Middle School

<https://mydocs.fhsdschools.org/mydocs/bryanstaff/username>

<https://mydocs.fhsdschools.org/mydocs/bryanstudent/username>

Castilo Elementary

<https://mydocs.fhsdschools.org/mydocs/castilostaff/username>

Central Elementary

<https://mydocs.fhsdschools.org/mydocs/centralstaff/username>

Daniel Boone Elementary

<https://mydocs.fhsdschools.org/mydocs/danielboonestaff/username>

Early Childhoods

<https://mydocs.fhsdschools.org/mydocs/eccentral/username4>

<https://mydocs.fhsdschools.org/mydocs/echackmann/username>

<https://mydocs.fhsdschools.org/mydocs/ecmeadows/username>

Fairmount Elementary

<https://mydocs.fhsdschools.org/mydocs/fairmountstaff/username>

Francis Howell Central High School

<https://mydocs.fhsdschools.org/mydocs/fhcentralstaff/username>

<https://mydocs.fhsdschools.org/mydocs/fhcentralstudent/username>

Francis Howell High School

<https://mydocs.fhsdschools.org/mydocs/fhhhighstaff/username>

<https://mydocs.fhsdschools.org/mydocs/fhhstudent/username>

Francis Howell Middle School

<https://mydocs.fhsdschools.org/mydocs/fhmmiddlestaff/username>

<https://mydocs.fhsdschools.org/mydocs/fhmmiddlestudent/username>

Francis Howell North High School

<https://mydocs.fhsdschools.org/mydocs/fhnorthstaff/username>

<https://mydocs.fhsdschools.org/mydocs/fhnorthstudent/username>

Francis Howell Union High School

<https://mydocs.fhsdschools.org/mydocs/fhunionstaff/username>

<https://mydocs.fhsdschools.org/mydocs/fhunionstudent/username>

Harvest Ridge Elementary

<https://mydocs.fhsdschools.org/mydocs/harvestridgestaff/username>

Henderson Elementary

<https://mydocs.fhsdschools.org/mydocs/hendersonstaff/username>

Hollenbeck Middle School

<https://mydocs.fhsdschools.org/mydocs/hollenbeckstaff/username>

<https://mydocs.fhsdschools.org/mydocs/hollenbeckstudent/username>

Independence Elementary

<https://mydocs.fhsdschools.org/mydocs/independencestaff/username>

John Weldon Elementary

<https://mydocs.fhsdschools.org/mydocs/johnweldonstaff/username>

Saeger Middle School

<https://mydocs.fhsdschools.org/mydocs/saegerstaff/username>

<https://mydocs.fhsdschools.org/mydocs/saegerstudents/username>

Warren Elementary

<https://mydocs.fhsdschools.org/mydocs/warrenstaff/username>

These are other ways of accessing My Documents from home. These steps may require some more advanced knowledge of the XP, Vista, and OS X operating system. Windows XP: Connecting to My Documents

- 1) Double-click on the **MY NETWORK PLACES** icon on your Desktop or from your START button.
- 2) Click on **ADD A NETWORK PLACE** from the **NETWORK TASKS** menu on the left side of the window.
- 3) The **ADD A NETWORK PLACE WIZARD** will open. Click **NEXT**.
- 4) Select the **CHOOSE ANOTHER NETWORK LOCATION** option. Click **NEXT**.
- 5) In the **INTERNET OR NETWORK ADDRESS** field enter **your URL from above** and click **NEXT**.
- 6) Enter your User Name and Password when prompted.
- 7) Enter a Name to label the link, such as **My Docs Online** or **Web Folders** Click **FINISH**.
- 8) A Windows Explorer window will appear. You may then Click **FINISH** to OPEN your My Docs or Click Cancel to exit.
- 9) 9. A Shortcut has been created in your **My NETWORK PLACES**. Open **MY NETWORK PLACES**. Drag and drop the web folder icon to your desktop for future access.

ERROR: If you receive an ERROR when you Click "Next" after entering the My Docs Online server address in the **Add Network Place Wizard**, you need to apply the following Web Folders software update from Microsoft: HUSoftware Update for Web Folders (Microsoft.com)UH. After installing the Microsoft update you may have to restart your PC and begin again with Step 1 OR Use One-Step Setup.

Windows Vista: Connecting to My Documents

NOTE: Windows Vista users may not be able to set up a Web Folder successfully, or once set up the copying of files to and from the PC may not work properly. Microsoft has acknowledged there are Web Folder issues in Vista, though the following Web Folders software update from Microsoft: HUSoftware Update for Web Folders (Microsoft.com)UH may solve some problems encountered by Vista users. After installing the Microsoft update you may have to restart your PC and begin again with Step 1.

- 1) In **"Computer"** Right-Click an open area on the right side of the Window, then select "Add a Network Location".
- 2) The **"Add Network Location Wizard"** will appear. Click "Next".
- 3) When asked, "Where do you want to create this network location?" select **Choose a custom network location**. Click **"Next"**.
- 4) When asked to "Specify the location of your website" in the **Internet or network address** field, enter **your URL from above** Click **"Next"**.
- 5) Enter your User Name and Password when prompted (you may be prompted more than once).
- 6) When asked, "What do you want to name this location?" enter a label of your choosing (for instance "My Docs Online"). Click **"Next"**.

- 7) When you see "Completing the Add Network Location Wizard" Check the box "Open the network location when I click Finish" and Click **"Finish"** (it may take some time for the Web Folder to open the first time).
- 8) 8. A Network Location has been created in the "Network Location" section of **Computer** with the label you choose. (Hint: You can Right-click the Network Location and select "Send to... Desktop" to create an additional shortcut on your desktop).

Mac OS X: Connecting to MY Documents

- 1) From "Go" on the Finder Menu Select **Connect to Server**....or Press **Command –K**.
- 2) For "Server Address" use: **your URL from above**
- 3) Use your account credentials when prompted for "WebDAV File System Authentication" name and password.
- 4) Learn more at Apple's WebDAV page.

General Keyboard Shortcuts

Press	To
Control + C	Copy
Control + V	Paste
Control + X	Cut
Control + Z	Undo
Control + B	Bold
Control + U	Underline
Control + I	Italicize
Function (FN) +F11	Print screen- take a snapshot or picture of your computer screen and copy it to the clipboard
FN + F8	Toggle between displays. This is useful when connecting to projection device.
FN + ↑	Brighten monitor
FN + ↓	Dims monitor
F5	Refresh screen
Control +	Increases text size when on Internet
Control –	Decreases text size when on Internet
Shift + Delete	Deletes an item immediately without placing it in the Recycle Bin

Basic Troubleshooting

Before submitting a work order, complete a few basic tasks.

- 1) Restart your computer. Doing this will reset a number of programs and will often correct the program.
- 2) Turn your laptop off, wait 30 seconds, and then turn it back on. If your computer will not shut down, holding down the power button for a few seconds to complete a 'hard' shutdown.
- 3) Check that all cables and cords are plugged in and tight. Loose cables are often the cause of many issues. Plugging and unplugging your cables will potentially solve the problem.
- 4) WRITE ERROR MESSAGES DOWN CAREFULLY. The messages may be difficult to understand, but they may be exactly what a technical support person needs to figure out the problem.


If you are still having technical problems with your laptop, you should submit a work order through SharePoint. Sending requests via email or voicemail can slow down the process in the event the person is not available.








Submitting a Work Order Through SharePoint

- 1) Login to SharePoint at: <http://plc.fhdschools.org>
- 2) Select "Help Desk" and then "Create a Service Request"



- 3) Complete the form. Be as specific as possible and include the exact wording of any error messages you get.

 Attach File * indicates a required field

User Id * Enter your User Id, then press the check name icon	<input type="text"/>  
Building *	**Please Choose Your Building** 
Room Number *	<input type="text"/>
Telephone Number	<input type="text"/>
Subject *	<input type="text"/>
Details	<div><div></div><div>Give as much information as possible so that the tech can adhere to your request even if you are not present.</div></div>
Help Desk Category *	<input type="text"/> 
Type of Device	<p><input checked="" type="radio"/> N/A <input type="radio"/> P/C <input type="radio"/> MAC <input type="radio"/> PRINTER <input type="radio"/> SMARTBOARD</p>
Priority	Emergency 
Due Date *	<input type="text"/> 

Type your user Id (your name) and then check it using this icon.

Select your priority level. Try to check equipment prior to the day you are going to use it to allow ample time for troubleshooting.